<u>Amendments to the Claims:</u>

This listing of claims will replace all prior versions, and listings, of the claims in the application:

<u>Listing of Claims:</u>

1.   (Currently Amended) A system comprising:

a module to identify a user;

a voice user interface to facilitate communications between the user and the system;

<u>a module to generate a grammar file to enhance the ability of the system to comprehend communications between the user and the system;</u>

a database to store contextual information pertaining to the user; and

the system to use user-specific contextual information to dynamically change the voice user interface, wherein the voice user interface alters security characteristics for navigational options through the voice user interface that are presented to the user based upon environmental information at the location of the user<u>, wherein the environmental information comprises information selected from the group consisting of details of a communication device, details of a communication channel, audio scene information, or a combination thereof</u>.

2.   (Original) The system of claim 1 wherein the user-specific contextual information comprises:

an identity of the user; and

a current location of the user.

3.   (Original) The system of claim 1 wherein the user-specific contextual information comprises:

an identity of the user; and

a current task of the user.

4-6.   (Canceled)

7.   (Original) The system of claim 1 further comprising:

a computer program to dynamically generate the ordered delivery of heterogeneous information to the user.

8.   (Original) The system of claim 7 wherein the ordered delivery of heterogeneous information is organized based upon the user-specific contextual information.

9.   (Original) The system of claim 7 wherein the ordered delivery of heterogeneous information is organized based upon environmental information.

10.   (Original) The system of claim 7 wherein the ordered delivery of heterogeneous information is organized based upon the sensitivity of the information being delivered to the user.

11.   (Previously Presented) The system of claim 1 further comprising:

a telephony interface device capable of communicating to the user in a human voice.

12.   (Canceled)

13.   (Previously Presented) The system of claim 1 wherein the environmental information is communicated to the system by the user.

14.   (Previously Presented) The system of claim 1 wherein the environmental information is determined by the system by comparing the audio scene characteristics at the location of the user to known references and selecting the matching environmental scene.

15.   (Currently Amended) A method comprising:

using user-specific contextual information to change a voice user interface;

generating a grammar file to enhance the ability of the system to comprehend

communications between the user and the system;

using environmental information to change the voice user interface; and

altering security characteristics presented to the user by the voice user interface

based upon the environmental information at the location of the user, wherein the

environmental information comprises information selected from the group consisting of

details of a communication device, details of a communication channel, audio scene

information, or a combination thereof.

16.   (Original) The method of claim 15 which further comprises:

generating the ordered delivery of heterogeneous information to the user based

upon the user-specific contextual information.

17.   (Original) The method of claim 15 which further comprises:

generating the ordered delivery of heterogeneous information to the user based upon the

environmental information.

18.   (Currently Amended) An apparatus comprising:

means for using user-specific contextual information to change a voice user

interface;

means for generating a grammar file to enhance the ability of the system to

comprehend communications between the user and the system;

means for using environmental information to change the voice user interface; and

means for altering security characteristics presented to the user by the voice user

interface based upon the environmental information at the location of the user, wherein

the environmental information comprises information selected from the group consisting

of details of a communication device, details of a communication channel, audio scene

information, or a combination thereof.

19.   (Original) The apparatus of claim 18 which further comprises:

a means for prioritizing and ordering voice content to the user based upon user-specific contextual information.

20.   (Original) The apparatus of claim 18 which further comprises:

a means for prioritizing and ordering the ordered delivery of heterogeneous information to the user based upon the environmental information.

21.   (Currently Amended) A machine-readable medium that provides instructions, which when executed by a machine, cause the machine to perform operations comprising:

using user-specific contextual information to change a voice user interface;

generating a grammar file to enhance the ability of the system to comprehend communications between the user and the system;

using environmental information to change the voice user interface; and

altering security characteristics for the navigational options through the user interface presented to the user by the voice user interface based upon the environmental information at the location of the user, wherein the environmental information comprises information selected from the group consisting of details of a communication device, details of a communication channel, audio scene information, or a combination thereof.

22.   (Original) The machine-readable medium of claim 21, which causes the machine to perform the further operations comprising:

prioritizing and ordering voice content delivered to the user based upon the user-specific contextual information.

23.   (Original) The machine-readable medium of claim 21, which causes the machine to perform the further operations comprising:

prioritizing and ordering the ordered delivery of heterogeneous information to the user based upon the environmental information.